



Job Title	Senior Claims Adjustor	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	7	Job Code	18302

Class Specification – Senior Claims Adjustor

Summary Statement:

The purpose of this position is to perform a variety of professional duties involved in investigating workers' compensation claims against the City; analyzing and evaluating legal liability and damages; and mitigating, negotiating, documenting progress, and settling claims; maintaining all applicable laws and staying current in federal, state, and local compliance. This position handles multiple and highly complex lost time claims and claims for permanent impairments; and facilitating option meetings with employees and supervisors.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
75%	Performs claims mitigation by managing highly complex workers' compensation claims to ensure timely and efficient payment of benefits on compensable claims. Follows all statutes, rules, and policies related to paying claims when making required filings with the Division of Workers' Compensation. Manages time off benefits, tracking lost time to keep departments up-to-date with an injured worker's leave, work, and benefit status. Coordinates return to work in both modified and full duty capacities. Litigates management to ensure that attorneys are utilized in an effective and cost efficient manner to defend the City against claims that are not meritorious. Manages the use of surveillance techniques, necessary equipment, and documents for claim filing.
15%	Performs claim investigation by conducting investigations with the initial interview of the injured worker and contacting supervisors, witnesses, and medical providers to verify the facts of the injury. Conducts field investigations to confirm the injury facts. Collects all medical records (past and current) as appropriate. Determines if a third party is responsible for injury and putting the party on notice of subrogation intent. Documents the progress of the claim until resolution of claim.
10%	Attends meetings and schedules option meetings as outlined in our internal procedures.



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Competencies Required:

Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Reading: Intermediate – Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate – Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurements. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in risk management or a related field.

Experience: Five years of full-time responsible analytical experience including experience processing and adjusting claims.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Obtain AIC Designation	Within 2 years of hire
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Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:

Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.



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Supervision Received:

Receives Limited Direction: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:

This job title does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget/fiscal expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital project(s).

Physical Demands:

Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office, and specialized claims and billing software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: January 2015